

DEPARTMENT OF SOCIAL AND HEALTH SERVICES (DSHS)

WHO IS HEALTH AND RECOVERY SERVICES ADMINISTRATION (HRSA)?

The Mission of the Department of Social and Health Services (DSHS) Health and Recovery Services Administration (HRSA) is to maximize opportunities for low-income people to obtain quality health care; and make fair, accurate, and timely disability determinations.

The vision of HRSA is to be recognized as the best, most innovative medical and disability determination programs in the country. We serve 1.5 million clients in Washington State.

MEDICAL

HRSA administers three major health programs – Medicaid, Children’s medical program, Medical Care Services. The Medicaid program is the largest program, accounting for about 92 percent of HRSA medical program expenditures and 94 percent of enrollees.

Some of the department’s medical programs currently provide coverage to:

- 574,000 children, 62 percent of all clients receiving medical coverage. DSHS’s medical programs provide coverage to 34 percent of all children in the state.
- 170,000 adults and children with temporary or permanent disabilities, 18 percent of all medical assistance clients.
- 68,000 seniors, 7 percent of clients receiving DSHS medical coverage. DSHS currently provides coverage to 9 percent of persons older than age 64.
- In 2006, DSHS’ medical programs provided coverage to 54,101 pregnant women, about 49 percent of pregnant Washington women.

DDDS

The Division of Disability Determination Services (DDDS), located within DSHS, is contracted to the [Social Security Administration \(SSA\)](#) to adjudicate medical eligibility for disability benefits under Social Security Disability Insurance and Supplemental Security Income rules and regulations. Additionally, the DDDS processes claims for DSHS Non-Grant Medical Assistance.

DASA

The Division of Alcohol and Substance Abuse (DASA) strives to ensure the delivery of quality alcohol and other drug abuse prevention, intervention, and treatment services. These services and programs have been scientifically demonstrated to result in more productive individuals and more secure families, leading to safer and more vibrant communities, and a healthier state.

MHD

The Mental Health Division (MHD) operates with many partners, including the 12 designated Regional Support Networks (RSN) and their network of over 150 subcontracted community-based mental health providers. MHD operates an integrated public mental health system for persons experiencing mental illness who are enrolled in Medicaid, for those who are low income and meet the statutory need definitions, and for those in psychiatric crisis. MHD is committed to a seamless system of care that can support the recovery and resilience of consumers in a cost effective and efficient manner.

State Hospitals

Eastern State Hospital (ESH) is one of two state-owned psychiatric hospitals for adults. The hospital provides evaluation and inpatient treatment for individuals with serious or long-term mental illness who have been referred to the hospital through the Regional Support Network (RSN) system or through the criminal justice system. Eastern State Hospital is the 312-bed state psychiatric hospital for 21 eastern Washington counties and is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and certified by the federal Centers for Medicare and Medicaid Services (CMS).

Western State Hospital (WSH) is also a state-owned psychiatric hospital that provides evaluation and inpatient treatment for adults with serious or long-term mental illness who have been referred through the Regional Support Network or through the criminal justice system. Employees of WSH promote recovery and well-being in partnership with the people they serve from 19 western Washington counties. It is a dynamic community that supports people in their healing and recovery, promoting personal and professional growth, research and innovation. The hospital has a capacity of 835 beds and is accredited by JCAHO and certified by CMS.

Child Study and Treatment Center (CSTC) is a 47-bed psychiatric hospital for children from age 5 to 17 who cannot be served in less restrictive settings within the community. CSTC is the state's only psychiatric hospital for children and accepts patients from across Washington state. The hospital is accredited by JCAHO, and admissions are handled by the Children's Long-term In-patient Program (CLIP).

WHAT DOES HRSA BUY?

- Medical services for Medicaid clients
- Alcohol and Substance Abuse Treatment services
- Mental Health Services
- Office Supplies
- Janitorial Services
- Computers
- Managed Care programs
- Medicaid Transportation services
- Family planning services
- Doctor chart review
- Interpreter services
- Translation services
- Transcripts
- AND MORE!

FROM WHOM DO WE BUY THESE THINGS?

- Non-Profit Corporations
- Private Businesses
- Other State Agencies (Department of Printing, General Administration, Department of Information Services)
- Tribal Entities
- Federal and Local Government (counties, cities, school districts, public universities and colleges)

HOW DO WE BUY THESE THINGS?

- Federal and State laws dictate how state contracts are procured, including when competitive processes are required; also provides for public review of contracts
- For client service contracts, state agencies are not usually required to use formal competitive procurement process –flexibility is necessary to meet client needs
- Programs work with local communities and stakeholders to identify program goals, service delivery approaches, and contract terms and conditions
- However, programs often choose to use a formal competitive procurement process.

WHERE CAN I GO TO FIND CONTRACTING OPPORTUNITIES?

- **DSHS Competitive Process Website**

All competitive opportunities above \$20,000 for personal services for DSHS are posted with information for potential bidders about how to participate.

<http://www.dshs.wa.gov/MSA/CCS/index.htm>

- **General Administration WEBS system**

- Currently used by General Administration and all state agencies to post certain invitations for bid and contracting opportunities.

- House Bill 1095 is proposing increased use of WEBS by requiring even more contracting opportunities to be included by state agencies.

<http://www.ga.wa.gov/Business/index.html>

- **Medicaid Provider Enrollment**

HRSA contracts with providers in all categories on the list that follows for medical services for Medicaid clients. If you provide any of these services and are interested in providing services to Medicaid clients, please refer to Provider Enrollment in order to get approved as a provider.

<http://fortress.wa.gov/dshs/maa/ProviderEnroll/>

Medicaid Provider Services

Adult Day Care	Hearing Aid Providers	Physical Therapists
Ambulance	HIV/AIDS Case Management	Physicians
Ambulatory Surgery Center	Home Health	Physicians Assistants PA
Anesthesiologists	Hospice	Podiatry
Advance Registered Nurse Practitioner (ARNP)	Hospitals	Prenatal Genetic Counseling
Audiologists	Indian Health Clinics	Private Duty Nursing
Birthing Centers	ITA Transportation	Prosthetic & Orthotic
Blood Banks	Kidney Centers	Psychiatrist
Chemical Dependency Providers	Laboratory	Registered Nurse First Assistants (RNFA)
Chiropractor	Licensed Psychologists	Rural Health Clinics
Chronic Pain Management (Hospital Based)	Maternity Case Management	School Medical Services
Dental Hygienists	Midwives	Speech Pathologists
Dentist/Denturist	Nurse Delegators	Occupational Therapists
Dietician	Nursing Homes	NEW!!!
Durable Medical Equipment (DME)	Optometrist	Licensed Independent Clinical Social Workers
Emergency Physicians	Opticians	Licensed Marriage and Family Therapists
EPSDT	Oxygen Providers	Licensed Mental Health Counselors
Family Planning	Pharmacy	Licensed Advanced Social Workers
Federally Qualified Health Centers (FQHC)	Physical Medicine & Rehab	

WHAT IS HRSA DOING TO INCREASE OPPORTUNITIES FOR SMALL BUSINESSES?

- HRSA is working with the State Agencies (DOP, GA, DIS) that create “convenience” and “master” contracts that HRSA purchases goods or services from with the goal of getting more minority and women owned businesses on the list.
- HRSA is reviewing its purchasing practices to increase opportunities for small businesses.

WHO DO I CONTACT WHEN I HAVE QUESTIONS?

- **General HRSA Contracting Information**

Travis Sugarman, HRSA Contracts Administrator

sugarts@dshs.wa.gov

(360) 725-2042

Travis is available to answer questions about who one might contact to access information about specific programs within HRSA that may not be part of competitive bid processes.

- **State Hospital Purchasing**

John Lystad, Chief Financial Officer

Eastern State Hospital

lystadjo@dshs.wa.gov

(509) 565-4252

Charm Reimer, Chief Financial officer

Western State Hospital

reimecl@dshs.wa.gov

(253) 756-2840

Gina Chamberlain, Western State Hospital

chambgl@dshs.wa.gov

(253) 756-2941

- **Provider Enrollment**

1-800-562-3022

- **WEBS information**

(360) 902-7400

HELPFUL HINTS AND INFORMATION

Valuable Websites

DSHS:

- Main site: www.dshs.wa.gov
- Procurements: <http://www.dshs.wa.gov/MSA/CCS/index.htm>

GA:

- Main site: www.ga.wa.gov
- WEBS: <https://fortress.wa.gov/ga/webscust/>

OMWBE:

- www.omwbe.wa.gov/businesses.shtml

OFM:

- www.ofm.wa.gov

Washington State Contracting Authorities

- **RCW 39.29, RCW 43.19, RCW 43.105** — State laws governing state agency contracting and purchasing.
- Washington State Office of Financial Management (OFM) — Oversight of all state agency personal and client service contracts
- OFM Contract Guidelines — Available at:
<http://www.ofm.wa.gov/policy/poltoc.htm>
- General Administration (GA) — Oversight of most non-Information Technology state purchasing
- Department of Information Services (DIS) — Oversight of all Information Technology state purchasing

Most Important Tips

- Know what programs need your services
- Be competitive
- Professional
- Organized
- Meet deadlines
- Follow instructions in procurement documents
- Excel at customer services
- Credible
- Deliver what you promise
- Reasonableness
- Trustworthy
- Financial quality
- Background checked.

NOTES: